

AMENDMENT TO THE SPECIFICATION

Please amend the paragraph beginning at page 6, line 5, as follows:

Q₁ Furthermore, by way of example, the communication network is the Internet communication network, and the identifying information of the countermeasure specifying computer is an Internet ~~mail~~ address (URL).

Please amend the paragraph beginning at page 8, line 26, as follows:

Q₂ Specifically, the printing apparatus 3 has an interface 11 for exchanging data with the host computer 1, a pattern expansion unit 12 for expanding data such as text and graphics in memory, a font information unit 13 for storing font information, a control panel 14 used to set various parameters for controlling printing, and a data bus 15. The printing apparatus 3 further includes a message notification unit 16 for reporting a message from the printing apparatus 3 to the host computer 1, a command analyzer 17 for analyzing print data from the host computer 1 via the cable 2, a controller 18 for controlling the overall apparatus, and an output unit 19, which comprises, e.g., ~~[[a]]~~ an ink-jet printer, for forming a visible data image on paper.

Please amend the paragraph beginning at page 14, line 26, as follows:

Q₃ The printing mode of the printing apparatus is not limited to a printing mode solely for the mainstream colors such as black and white. The apparatus adopted can be one equipped with at least one print head for a plurality of different colors or one full-color print head using mixed colors, ~~through~~ though it is desired that this be achieved by a print head having an integrated structure or by a combination of a plurality of print heads.

Please amend the paragraph beginning at page 18, line 5, as follows:

Q4 According to this embodiment, and by way of example, an Internet mail address (URL) is adopted as the inquiry destination, with the following address information being stored in the form of an ASCII code:

http://www.design.service.co.jp ... (1)

Please amend the paragraph beginning at page 19, line 17, as follows:

Q5 In the event of a problem from which it is difficult for the operator to effect recovery, such as a problem sensed by any of the sensors 110 to 114, the printer driver is notified of problem detection by any of the sensors 110 to 114 and causes a mail an Internet address (URL) of the kind indicated by (1) above, which has been stored in the ROM, to be displayed on the display of the host computer 1.

Please amend the paragraph beginning at page 20, line 21, as follows:

Q6 For problems of Type B, the following mail Internet address (URL) of the service depot computer 4:

http://www.design.service.co.jp ... (2)

is displayed according to the example of Fig. 5, and for problems of Type C, the following mail Internet address (URL) of the customer support computer 9:

http://www.customer.service.co.jp ... (3)

is displayed according to the example of Fig. 5.

✓
Please amend the paragraph beginning at page 27, line 19, as follows:

91 If the operator agrees to make an inquiry at step S124, on the other hand,
control proceeds to step S125, at which the problem codes 115 to 117 of Type C are sent to
the customer support computer 6 (to the ~~mail~~ Internet address (URL)
http://www.customer.service.co.jp).

✓
Please amend the paragraph beginning at page 30, line 7, as follows:

as The first embodiment described above illustrates an example of a case
where there is only one combination of a host computer 1 and a printer 3 connected to it by
a cable. However, the present invention is not limited to such an example, for a plurality of
combinations of the host computer 1 and printing apparatus 3 connected by the cable 2 may
be provided.
